

# Fire Department gives efficient emergency call tips

**BY CHRIS MCCURRY**

Base Fire Department

**What you (the caller) can expect when dialing Kirtland 911 for an emergency:**

★ Base Law Enforcement and the Fire Department answer 911 calls at the same time.

★ Base Law Enforcement will answer the phone by saying "Kirtland 911 do you request police, fire or medical?"

★ State who you need to talk to. If it is a fire, hazmat, medical or rescue call, Kirtland Fire Department will immediately begin asking you questions.

★ If it is a police emergency, Law Enforcement will take the call.

★ The dispatcher will begin to ask you questions, (What is your emergency? Where is your emergency? Where are you? What is your name and call back number? When did this happen?).

★ If you are reporting a fire at your house or location, call 911 from a cordless or cell phone and evacuate the area. If you do not have time to dial, evacuate and go to a neighbor's house and dial 911.

★ Both Law Enforcement and the Fire Department have automatic location indicators to tell where you are calling. Do not assume that the dispatchers will have your address or the location of the emergency.

★ Cell phone information (address, phone number) does not appear on the dispatcher's screen. Always give your location and the location of the emergency.

## Dos:

★ Do dial 911 for an emergency. Crimes in progress, fires, hazmat's, medicals and rescue calls.

★ Do dial 911 for smells of gas or if carbon monoxide and smoke detectors are going off.

★ Do dial 911 from a cell or cordless phone if your building's alarms are going off.

★ Do be prepared to give your location, where the emergency is and what the emergency is.

★ Do try to stay calm.

★ Listen to the dispatchers, they will ask many questions, provide pre-arrival medical instructions and they will tell you when to hang up.

## Don'ts:

★ Don't hang up if you accidentally dial 9-1-1. The dispatcher has to make sure you are OK.

★ Don't assume that the dispatcher knows where the emergency is, or where you are calling from.

★ Don't be afraid to dial 9-1-1.

★ Don't hang up until told to.

## Questions the dispatcher may ask

★ "WHERE" is help needed will be the first question to ask.

★ "WHAT" is going on? What happened?

★ "WHEN" did the incident occur?

★ "WHY" did this happen?

★ "WEAPONS" This is very important for your safety, and the police and fire units responding.

★ "HOW" This will give the Dispatcher an idea of how the incident happened.

## Yes or no questions the dispatcher may ask:

★ Is your door unlocked?

★ Are there pets in the house?

★ Do you see the patient?

★ Are you with the patient?

★ Do you see the subject?

★ Did you see what happened?

★ Do you see smoke or fire?

★ Is the patient breathing?

★ Are you on any medications?

## Contact Numbers

**Emergency** Dial 9-1-1, from a cell phone-853-9111  
**Kirtland Fire Department** non-emergency-846-8069  
**Law Enforcement** non-emergency-846-5171

# We go where you go: deploying AAFES employees live motto everyday

**MARY FORSLUND**

**AND JENNIFER JOHNSEN**

Human Resources Office and Sales Area Manager

That's the Army and Air Force Exchange Service's motto, and Kirtland AFB BX associates are living that motto everyday.

Several of Kirtland AFB's own are serving the troops overseas, Pashie is in Uzbekistan, Rayfield Johnson just returned from Iraq and there are two more on their way to Iraq.

Linda and Sam are currently deploying to Iraq to do their part for the War on Terrorism, and Tina is in Bondsteel, Kosovo.

Recently, AAFES Human Resources assistant, Mary Forslund, had an opportunity to speak with

Tina about her experiences in Kosovo.

"I love working with and helping soldiers," was Tina's enthusiastic reply when asked how she liked working in a deployed location. She told Ms. Forslund that she feels totally safe as associates are not allowed off base unless they go on temporary duty. Tina also explained that she would definitely recommend deploying to other associates, "It's a great experience and you learn a lot."

Living arrangements are of course different than at home, but the associates do live in dorms, and currently have their own rooms. That might be changing, and then there would be 6-10 people in a room. When the associates have a break from their seven-day-a-week, 12-hour-a-day work schedule there is a movie theater, gym, community center,

Anthony's Pizza and Burger King to keep them busy.

Another difference in remote locations is merchandise, and from where it is delivered. Tina explained that the merchandise for her store comes either from Giessen, Germany or from a monthly shipment from the Dan Daniels distribution center on the east coast. Tina also said that the number one items that soldiers want are electronic equipment; "TV's, laptops, cameras!"

AAFES associates certainly know what it means to serve. When Tina returns from Kosovo she will have served 10 months overseas, and Linda and Sam will be gone for at least six months.

Tina said it best when she answered the question: "What is the best thing about being over there?" "The benefit of helping the soldiers; knowing you're there making their lives easier."



Courtesy photo

## Winning big on Wheel of Fortune

Lt. Col. Robert D. Newberry, Space and Missile Systems Center, Detachment 12, deputy commander, was a winning contestant on the Wheel of Fortune recently. The original taping was made in Los Angeles, last March. Colonel Newberry, his wife and two young girls flew out to Calif. for the show, which aired June 3. Detachment 12 personnel got together at a restaurant to watch the program and cheer Colonel Newberry on to a nice winning total of \$34,150. He's now referred to as "Bucks" Newberry by the Det 12 commander, Col. James "Mouse" Neumeister.

## New Web Site explains DOD's personnel system

WASHINGTON—DOD launched a new Web site to educate civilian employees about the new National Security Personnel System that will introduce sweeping changes in the way the department hires, pays, promotes, disciplines and fires civilian employees.

Brad Bunn, acting deputy program executive officer, NSPS Program Executive Office, explained the site is meant to help DOD employees understand the new personnel system.

"Change is difficult, and lack of information about coming changes often leads to stress and anxiety and unfortunately, misperceptions about what those changes really mean," he said.

"We recognize that, and are committed to communicating to our employees about what NSPS will mean to them. The Web site is one communications tool in our toolbox to do that," he said. "We will be open, honest and clear about NSPS, and our Web site is designed to encourage employee involvement and interest, and minimize misconceptions."

He also emphasized the site will help those affected by the changes to understand the "rationale and benefits" of NSPS and that it will be "extremely useful" in keeping employees informed and updated as the system evolves.

The new Web site, [www.cpmos.osd.mil/nsps/](http://www.cpmos.osd.mil/nsps/), offers an overview of what DOD employees can expect from the new personnel system, as well as information regarding issues of labor-management and employee unions, and links to NSPS-related documents.